How do I log in to SATERN for the first time?

For Civil Servants:

➤ How will I get my SATERN User Name and Password?

SATERN Accounts for NASA Civil Servants are automatically created. **New NASA Civil Service Employees** will receive an e-mail notification with login instructions from the SATERN Help Desk within three weeks of arrival. After three weeks if you have not received an e-mail, please call the SATERN Help Desk at 1-877-677-2123 or send an e-mail request to nasa-satern.support@nasa.gov to receive your SATERN login information.

If you are a **Current NASA Civil Service Employee** and do not have your login information, contact the SATERN Help Desk at 1-877-677-2123 or nasa-satern.support@nasa.gov.

For Contractors and other Non-NASA Employees:

➤ What is my SATERN User Name and Password?

New Non-NASA Civil Service Employees (e.g. Contractors, Non-NASA Civil Servants, and Military Personnel), please follow the steps listed below to request a new account in SATERN. Note: This form is for *new* users only. If you have used SATERN before, contact the Help Desk for your ID and password.

Here's what to do

STEP 1: From the SATERN Login page https://satern.nasa.gov, click on the **request a new account** link to register for a new **SATERN** account.

STEP 2: Fill in the form completing **all required fields** marked with an ***** then, click on **SUBMIT**. You will be contacted via e-mail when your SATERN account has been activated.